

DEPARTMENT OF AGING

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July 14, 2010

Ms. Joyce-ellen Lippman, Director
Area Agency on Aging
528 South Broadway
Santa Maria, California 93454

Dear Ms. Lippman:

Please find attached the revised monitoring tool prepared by Eden Rosales during our monitoring visit to the Long-Term Care Ombudsman Program on March 23-25, 2010. Your input is appreciated. The recommendation has been revised to more accurately reflect its intention.

Recommendations (Revised 7/14/2010):

- At the time of this monitoring visit, the Program had approximately twelve volunteers and three staff. Data provided during the monitoring process supports the observation that residents of PSA 17-San Luis Obispo have consistent and timely access to Ombudsman services. However, during volunteer interviews, volunteers recommended that the program increase its outreach to the community in the Northern area of the county to build a larger volunteer base that will increase the current support to both residents of LTC facilities and the current volunteer cadre.

Once again, thank you for your hard work on behalf of residents of LTC facilities. Your support of the local LTC Ombudsman Program is appreciated. Should you have questions concerning this report, please contact Eden Rosales at 916-928-2169 or via e-mail at erosales@aging.ca.gov.

Sincerely,

ORIGINAL SIGNATURE REDACTED

Joseph Rodrigues
State Long-Term Care Ombudsman

cc: Karen Jones, Ombudsman Program Coordinator
Eden Rosales, OSLTCO Analyst
Letitia Robinson, OSLTCO Program Manager

Enclosure (1)



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MONITORING TOOL FOR OMBUDSMAN PROGRAM SERVICE PROVIDERS (TITLE III-B/VII-A) AND ELDER ABUSE PREVENTION PROGRAMS (TITLE VII-B)

Area Agency on Aging (AAA): Central Coast Commission for Senior Citizens		PSA: 17
Local Long-Term Care Ombudsman Program (LTCOP): LTC Ombudsman Services of San Luis Obispo County		
Date of Monitoring Visit: 03/22-03/25/2010	Location: San Luis Obispo/Santa Barbara Counties	
California Department of Aging (CDA), Office of the State Long-Term Care Ombudsman (OSLTCO) Analysts: Eden Rosales and Pam Healy		
OSLTCO Analyst Eden Rosales' Telephone Number: 916-928-2169		
AAA Staff in Attendance: joyce ellen lippman, Dave Chambers, Karen Oniel, Judith Dunn, and Lee Diaz		
AAA Sub-Contractor Staff and Local LTCOP Staff in Attendance: Karen Jones, LTCOP Coordinator		

Section A is completed by the AAA when the LTCOP services are contracted to an outside agency. Proceed to Section B if the LTCOP is a direct service of the AAA. Please use the Description/Comments box to record your answers.

ITEM	YES	NO	DESCRIPTION/COMMENTS
SECTION A – AAA MANAGEMENT OF THE LTCOP			OSLTCO COMMENTS IN <i>ITALICS</i>
1. Does the AAA provide technical assistance to and coordinate with the local LTCOP? [22 CCR §7252(a)]	X		<i>Please describe the types of technical assistance provided.</i> Yes. Technical assistance is provided within the contract requirement. <i>Example provided: Time allowed for LTCOP to discuss Program issues during AAA board meetings. Budget development and review made available to local Programs from AAA.</i>
2. Does the AAA conduct efforts to facilitate the community awareness of and involvement in addressing the needs of residents in long-term care facilities? [22 CCR §7252(c)(3)(C); 42 USC 3027]	X		<i>Please describe efforts.</i> Yes. An example is the inclusion of this information in each edition of the local senior directories published by the AAA.
3. Does the AAA maintain the minimum funding requirements for the LTCOP? [42 USC 3026(a)(9)]	X		Yes.

ITEM	YES	NO	DESCRIPTION/COMMENTS
4. Does the AAA regularly procure the LTCOP? [22 CCR §7352(a)]	X		<i>Please describe the procurement process and frequency.</i> Yes. Procurement is a Request for Proposal (RFP) process, which is completed every four years.
5. Does the AAA have an existing contract for the LTCOP? [22 CCR §7364]	X		Yes. AAA reports PSA is historically a “non-competitive environment.”
6. Does the AAA conduct regular monitoring of the LTCOP? [AP Contract, Exhibit A]	X		<i>OSLTCO was informed that AAA conducts annual monitoring of LTCOP. AAA monitoring conducted during OSLTCO visit by Jeanne West R.N.</i>
7. Does the AAA regularly meet with the LTCOP? How often? [AP Contract, Exhibit A]	X		Yes. Quarterly meetings of AAA contractors and several community meetings. <i>In discussion, OSLTCO informed that quarterly meetings are often conducted via teleconference call. LTCOP-SLO in attendance regularly.</i> <i>Other meetings include Adult Services Policy Committee and F.A.S.T.</i>
8. Does the AAA submit required financial reports on time, as specified in the AP contract? [AP Contract, Exhibit B]	X		Yes. Reports are on time, however, not complete. <i>AAA reports timely response and submission of required reports by LTCOP-SLO.</i>
9. Does the AAA involve the LTCOP in the development of Area Plan Goals, Objectives, and Units of Service? [CFR 1321.61(b)(4); Area Plan Guidance 2009-2012 Part II Section 11; 42 USC 3026(a)(5)]	X		Yes. All AAA contractors are invited to provide input. <i>OSLTCO informed that historically, communication regarding plan development has been electronic and or via teleconference call. AAA open to conducting face-to-face meetings in future plan development.</i>
10. Is the contractor aware that they must assure that a LTCOP Program will be available to carry out the responsibilities of the Program in the event that an existing LTCOP Program is terminated? [AP Contract, Exhibit E]	X		Yes.

ITEM	YES	NO	DESCRIPTION/COMMENTS
Section B is completed by the local LTCOP Coordinator. This section is for both contracted services and direct service programs.			
SECTION B -- PROGRAM MANAGEMENT	YES	NO	DESCRIPTION/COMMENTS
1. Does the LTCOP provide services to assist residents of long-term care (LTC) facilities in protecting their health, safety, welfare, and rights? [42 USC 3058g(a)(5)(B)(i); W&I Code §9701(a) and 9720]	X		Please describe services provided. <i>Examples provided: Routine visits and complaint investigations.</i>
2. Does the LTCOP inform residents of LTC facilities about the means of obtaining services from the Program and other agencies? [42 USC 3058g(a)(3)(C)]	X		Please describe how the LTCOP conducts outreach. <i>Examples provided: LTCOP participation in local volunteer fairs, LTCOP listing in local publications, regional information guide, and ads on local talk radio station.</i>
3. Does the LTCOP Coordinator ensure that residents of LTC facilities have regular and timely access to the services provided by the Program? On average, how long does it take for the LTCOP to respond to a complaint? <i>The CDA OSLTCO Analyst will select and review a minimum sample of five case files.</i> [42 USC 3058g(a)(3)(D); W&I Code §9720(b)]	X		Response time varies depending on nature of the complaint and facility coverage. More serious complaints are immediate response and less serious can be done when the Ombudsman makes his/her next visit. <i>In further discussion, it was reported to OSLTCO that the average response time for non-urgent issues is 3-4 days. No more than two weeks would elapse between intake and initiation of any Ombudsman services. Coordinator monitors duration between intake and case/activity closure.</i>
4. Does the LTCOP have a primary and secondary contact for taking CRISISline calls after-hours? [W&I Code §9726(a)(2)]	X		Yes. Program Coordinator is primary contact. Program staff, Paula Stephens, is secondary and experienced volunteer, Mal Towery, is back-up contact as needed.
5. Does the LTCOP represent the interests of residents of LTC facilities before governmental agencies and seek administrative, legal, and other remedies to protect the health, safety, welfare, and rights of residents? [42 USC 3058g(a)(5)(B)(iv); W&I Code §9721 (a)]	X		Please describe your activities in this area. Karen attended the OAA Reauthorization Hearings, provides information to County Board of Supervisors, and refers clients to legal services.

ITEM	YES	NO	DESCRIPTION/COMMENTS
6. Does the LTCOP provide training for representatives of the local Office? [42 USC 3058g(a)(3)(H)(i); W&I Code §9719]	X		<i>Please discuss the frequency and content of training provided.</i> We have ten monthly continuing education trainings per year and as needed new volunteer trainings, (next one is April 2010).
7. Does the LTCOP review, and if necessary, comment on any existing and proposed laws, regulations, and other governmental policies and actions, that pertain to the rights and well-being of residents? [42 USC 3058g(a)(5)(B)(v)(I)]	X		<i>Please describe your activities in this area and any limitations you may have in this area as a result of your organizational structure.</i> Karen recently participated in the OAA listening session testimony and meets with state legislators as needed regarding legislation.
8. Does the LTCOP facilitate the ability of the public to comment on laws, regulations, policies, and actions? [42 USC 3058g(a)(5)(B)(v)(II)]	X		<i>Please describe your activities in this area and any limitations you may have in this area as a result of your organizational structure.</i> Karen encourages members of several local groups (ASPC and AAPC) to provide input to State/federal representatives regarding issues with the Ombudsman program.
9. Does the LTCOP promote the development of citizen organizations to participate in the Program (e.g., citizen advocacy groups)? [42 USC 3058g(a)(3)(H)(ii)]		X	<i>Please describe your activities in this area.</i> We do not discourage but we have not had time to promote citizen's groups.
10. Is the LTCOP involved in the development and support of resident and family councils? [42 USC 3058g(a)(5)(B)(vi); W&I Code §9726.1(c)]	X		<i>Please describe your activities in this area, e.g., the number of resident and family council meetings attended on an annual basis.</i> We provide speakers and materials whenever possible. Ombudsman participate in the councils when able. <i>OSLTCO was informed that multiple SNFs (6) are owned by the same corporation. Facilities conduct family support groups rather than Family Councils.</i>

ITEM	YES	NO	DESCRIPTION/COMMENTS
11. Do representatives of the LTCOP conduct all interviews and investigations in a confidential manner? <i>The CDA OSLTCO Analyst will select and review a minimum of five case files.</i> [42 USC 3058g(d) et seq.; W&I Code §9725]	X		<p><i>Please describe how interviews are conducted and how the phone and voice mail systems are used.</i></p> <p>Clients coming into the Ombudsman office have space for confidential meetings, confidence is maintained as best as possible in care facilities for residents – using staff conference rooms, offices or closing resident room doors if possible.</p> <p><i>OSLTCO observed LTCOP office to be well organized and professional in atmosphere. Office structure allows for confidential services.</i></p> <p><i>During OSLTCO case review, it was found that case investigations were timely and well documented. Consistent practice of obtaining consent from resident or responsible party was established. Program utilizes an intake and record “short form” to gather consistent information for case file and NORS.</i></p>
12. Is the LTCOP Coordinator exercising responsibility for the management of daily operations of the Program? [W&I Code §9701 (e)]	X		<p><i>Please provide a copy of the LTCOP Coordinator’s duty statement or job description.</i> See attached file.</p> <p><i>As reported to OSLTCO the LTCOP is open Monday – Friday 9:00 A.M. – 4:30 P.M. Program Coordinator is Full Time Equivalent (FTE).</i></p>

ITEM	YES	NO	DESCRIPTION/COMMENTS
13. Is the approved agency and its representatives free from conflicts of interest and unable to gain financially through an action or potential action initiated on behalf of individuals the Ombudsman serves? <i>The CDA OSLTCO Analyst will select and review a minimum of five signed conflict of interest statements from staff and/or volunteer personnel files.</i> [42 USC 3058g(a)(5)(C)(ii)]	X		<p><i>Please describe the methods used to remove potential or actual conflicts of interest.</i></p> <p>We do not accept gifts from any facility or facility staff person, no staff, volunteer, or board member can work for or receive compensation/funds from a LTC facility.</p> <p><i>Through OSLTCO review of Conflict of Interest Statements, it was found that one program staff had no signed Conflict of Interest Statement on file. Upon discovery, staff signed a Conflict of Interest Statement and it was filed in her personnel file.</i></p>
14. Does the LTCOP coordinate services with other agencies in the community? [42 USC 3058g(h)(6) et seq.; W&I Code §9717, et seq.]	X		<p><i>Please discuss the agencies with which the LTCOP coordinates activities, and the objective of the association.</i></p> <p>We are members of the Adult Abuse Prevention Council/FAST and the Adult Services Policy Council. Both of these organizations have members from most of the senior service organizations in the community.</p>
15. Does the LTCOP have a Memorandum of Understanding in place with the Title III Legal Services Provider? [42 USC 3058g(h)(7); W&I Code §9717 (c)]	X		<p><i>Please discuss the relationship between the two organizations.</i></p> <p>We work cases mutually with Senior Legal Services of San Luis Obispo when appropriate.</p>
16. Does the LTCOP ensure that every LTC facility posts a copy of the Ombudsman Poster (one in RCFEs and four in SNFs)? [W&I Code §9718; H&S Code 1422.6]	X		<p><i>Please describe the process used.</i></p> <p>Ombudsman ensure the posters are posted in the buildings. In addition, we have each facility sign a letter stating that they are aware of the need to keep the poster up. Ombudsman watch for the posters during their visits.</p> <p><i>During OSLTCO site visit, posters were noted to have all required information.</i></p>

ITEM	YES	NO	DESCRIPTION/COMMENTS
17. Does the LTCOP make appropriate referrals of complaints? [W&I Code, Section 9721 et seq.; W&I Code §15630(a)(A)(i) et seq.]	X		<i>Please discuss the referral process, the types of referrals made, to whom, and if the LTCOP follows up on complaints referred.</i> As reported to OSLTCO cross reports are made when consent is obtained from resident or responsible party. If no consent is given cross reports are either not made or identifying information is redacted.
18. Do representatives of the LTCOP have the right of entry to LTC facilities? What does the representative do if access is denied? [42 USC 3058g(b)(1)(A); W&I Code §9722 (a)]	X		All Ombudsman representatives are informed about willful interference and are provided with the notice to carry with them. If this occurs, Ombudsman representatives contact the program manager for additional assistance.
19. Does the LTCOP follow the procedures established for after-hours entry into a LTC facility? Under what circumstances does an Ombudsman enter a facility after-hours? [22 CCR §8020]	X		We only enter facilities after hours if we have received complaints for issues that occur during after hours.
20. Does the LTCOP follow the prescribed method of gaining access to the medical or personal records of residents? [W&I Code §9724, et seq.]	X		<i>Please describe the process used.</i> Ombudsman obtain resident or responsible party permission to access records.
21. Does the LTCOP have a Board of Directors or Advisory Council? Does the Board or Council meet on a regular basis? Are there any vacancies on the Board or Council? Are Board or Council members free from conflicts of interest? <i>The CDA OSLTCO analyst will review the minutes from the last two meetings of the Advisory Council and/or Board of Directors.</i> [PM 08-29]	X		We have Board of Directors that meets monthly. There are no vacancies at this times. All members sign the Conflict of Interest form prior to service.
22. Does the LTCOP have job descriptions for all staff (paid and volunteer)? [PM 08-29]	X		See attached
23. Does the LTCOP regularly recognize volunteers working in the Program? [PM 03-13]	X		Annual "thank you" event is held each November

ITEM	YES	NO	DESCRIPTION/COMMENTS
24. Does the LTCOP have up-to-date printed materials to increase public awareness about the Program? How are the printed materials distributed? [Program Guide, Section 301]	X		We provide all new residents a "new resident" kit. In addition, we have brochures and other items available as needed. The materials are distributed in facilities, by mail when requested and at information fairs. <i>OSLTCO was provided with a "new resident kit" for both SNF and RCFE residents.</i>
25. Does the LTCOP conduct educational activities in the community? Please discuss the type and number of training sessions provided, where and to whom the activities were provided. [W&I Code §9726.1; PM 08-29]	X		We do 50 community education sessions each year. They are provided to facilities, service providers, individual groups and organizations as requested. <i>As reported to OSLTCO the LTCOP conducts approximately 46 Community education sessions each year. Trainings topics include "How to tell your kids No", Abuse Prevention, and residents rights.</i>
26. Does the LTCOP provide training for LTC facility staff? Please describe the type and number of training sessions provided. [PM 08-29]	X		We count these trainings in the 50 community education sessions. Usually they are for resident's rights or abuse prevention. <i>As reported to OSLTCO the LTCOP conducts approximately 4 trainings a year for facility staff. Training topics include Mandated Reporting Responsibilities, Abuse Prevention, and Residents Rights.</i>
27. Does the LTCOP witness AHCDs and Property Transfers? <i>The CDA OSLTCO analyst will select and review a minimum of five AHCDs and Property Transfers.</i> [Probate Code §4675; H&S Code §1289]	X		Please describe the process used. When a request is received, we dispatch the Ombudsman to witness the transfer or AHCD. (Note: we have not had a property transfer request in at least 5 years.)
28. Does the LTCOP have access to all relevant laws, regulations, etc., i.e., Legislative web site? [42 USC 3058g(a)(5)(B)(v)]	X		We have Internet access and maintain a subscription service for Title 22.
29. Are representatives certified by the State Ombudsman before assuming their responsibilities and working in facilities? [W&I Code §9719.(a)2; Program Guide, Section 305]	X		All staff and volunteers are certified before going into facilities unsupervised.

ITEM	YES	NO	DESCRIPTION/COMMENTS
30. Is the LTCOP Coordinator submitting requests for the decertification of representatives to the State as soon as the volunteer or paid staff member resigns or is terminated? [PM 07-17; PM 08-29]	X		
31. Are there grievance procedures in place to address complaints against the LTCOP from Ombudsman representatives? [Program Guide, Section 308]	X		
32. Are there grievance procedures in place to address complaints against the LTCOP from consumers? [22 CCR §7400 et seq.]	X		
33. Does the LTCOP follow State background clearance procedures? [W&I Code 9719; PM 07-17]	X		
34. Does the LTCOP have a copy of the LTC Ombudsman Core Elements and related tools? How does the program use the core elements? [California LTC Ombudsman Core Elements]	X		We base our services and brochure on the elements.
35. Has the LTCOP used the Core Elements Self-Assessment Tool? [California LTC Ombudsman Core Elements]	X		
Section C is completed by the local LTCOP Coordinator and the program's fiscal officer.			
SECTION C -- FISCAL & ADMINISTRATIVE SUPPORT	YES	NO	DESCRIPTION/COMMENTS
1. Is the LTCOP Coordinator responsible for establishing and monitoring the budget for the Program? [AP Contract, Exhibit E]	X		Please describe how the LTCOP Coordinator establishes the budget and monitors expenditures. The coordinator works with the Board of Directors and the Finance Committee to create the budget or make revisions.
2. Does the approved organization maintain a separate budget and expenditure accounting for the LTCOP that supports monitoring of the minimum-funding requirement for the Program? [42 USC 3026(a)(9)]	X		Please describe your agency's accounting procedures. We use QuickBooks to track income and expenses based on "Classes" to track individual funding sources/grants.
3. Does the approved organization maintain a separate budget and tracking system for expenditures under the Volunteer Recruitment Initiative? [PM 03-13; PM 04-01]	X		Please describe your system. See above # C-2
4. Is there a cost allocation method used by the LTCOP? [PM 03-13; PM 04-01]		X	Please describe which method is used. We do not do cost allocation.

ITEM	YES	NO	DESCRIPTION/COMMENTS
5. Does the LTCOP have the office space and telecommunication equipment necessary to protect the confidentiality of all complaint-related communications and records? [PM 08-29]	X		Please describe your system. Only certified Ombudsman have access to files (we are single purpose non-profit).
Section D is completed by the local LTCOP Coordinator.			
SECTION D – DATA	YES	NO	DESCRIPTION/COMMENTS
1. Has the LTCOP submitted to the Office of the State Long-Term Care Ombudsman the required quarterly and annual reports by each due date as specified in the contract? [PM 08-29; AP Contract, Exhibit E]		X	The past several reports have been delayed due to inputting issues.
2. If applicable, has the LTCOP submitted a written explanation to the Office of the State Long-Term Care Ombudsman whenever they anticipated delays in the submission of the required data? This must include the reasons for the delay and the approximate date the report will be delivered. [PM 08-29]		X	Delayed due to time constraints.
3. Are the proper NORS categories being assigned to complaints? Are complaint dispositions appropriately coded? <i>The CDA OSLTCO Analyst will select and review a minimum of five case files.</i> [PM 01-17]	X		<i>OSLTCO case file review noted appropriate use of NORS complaint and case dispositions codes.</i>

SECTION E– INTERVIEWS WITH OMBUDSMAN VOLUNTEERS

The CDA OSLTCO Analyst shall conduct an interview with a minimum of three volunteer Ombudsman representatives to discuss their perspectives and experiences with the LTCOP Program. The analyst will record his or her observations in the section below.

The Program has a dedicated group of 12 volunteers, several with 10+ years of certified service. Three volunteers were interviewed during the visit, and all had exemplary history of service to LTC residents. Volunteers expressed clear understanding of the Ombudsman role and responsibility, and dedication to the local Program. Volunteers are pleased with the leadership and guidance of Karen Jones, Coordinator, and the resourcefulness of the local Program office. They were confident in their training and access to staff for consultation and/or technical assistance in resolving complaints. During each volunteer interview, it was expressed that in the northern portion of the PSA there are no Ombudsman representatives. Program volunteers from other geographic areas of the PSA provide Ombudsman services as needed.

SECTION F – SITE VISITS TO FACILITIES

The CDA OSLTCO Analyst shall arrange a visit to one long-term care facility accompanied by a local Ombudsman representative. The CDA OSLTCO Analyst will record observations in the section below.

The OSLTCO joined Ombudsman staff, Paula Stephens, on a visit to a Residential Care Facility for the Elderly (RCFE). The Ombudsman interaction with facility residents was observed to be respectful and compassionate. Ombudsman interaction with the facility staff was professional and cooperative. Throughout the visit, the Ombudsman demonstrated commitment to protecting the health, safety, welfare, and rights of LTC residents. Ombudsman posters were noted to be prominently displayed as having complete and accurate contact information for the local Program and CRISISline.

The OSLTCO joined Ombudsman Coordinator, Karen Jones, on a visit to a SNF. Again, it was found that interaction between Ombudsman and the facility residents, families, and staff was respectful and professional. Both resident and facility staff appeared comfortable with Ombudsman presence and expressed being knowledgeable of the role and responsibility of the Ombudsman program. Ombudsman posters were noted to be prominently displayed as having complete and accurate contact information for the local Program and CRISISline.

The requirements of the Older Americans Act state that Elder Abuse Prevention funds shall be used for activities to develop, strengthen, and carry out programs for the prevention, detection, assessment, and treatment of elder abuse, neglect, and exploitation.

Sections G, H, and I are completed by the AAA when Elder Abuse Prevention funds are used by an agency other than the local LTCOP.

ITEM	YES	NO	DESCRIPTION/COMMENTS
SECTION G -- PROGRAM MANAGEMENT ELDER ABUSE PREVENTION PROGRAM			
1. Does the AAA provide Title VII-B services directly? [AP Contract, Exhibit A]	X		<i>Please describe the services provided.</i> Yes. Community education and coordination.
2. Does the AAA provide Title VII-B services through a contract with a service provider? <i>The CDA OSLTCO Analyst shall review any existing contracts with service providers.</i> [AP Contract, Exhibit A]		X	<i>Please describe the services provided.</i> No.
SECTION H -- FISCAL SUPPORT ELDER ABUSE PREVENTION PROGRAM	YES	NO	DESCRIPTION/COMMENTS
1. Does the AAA maintain a separate budget and expenditure accounting for the Program? [AP Contract, Exhibit E]	X		<i>Please describe your agency's accounting procedures.</i> Yes.
2. Does the AAA submit required financial reports to CDA on time, as specified in the AP contract? [AP Contract, Exhibit B]	X		Yes.

ITEM	YES	NO	DESCRIPTION/COMMENTS
SECTION I – DATA ELDER ABUSE PREVENTION PROGRAM	YES	NO	DESCRIPTION/COMMENTS
1. Does the AAA submit the required data reports to CDA on time, as specified in the AP contract? [AP Contract, Exhibit E]			Sometimes.
2. If applicable, has the AAA submitted a written explanation to CDA whenever they anticipated delays in the submission of the required reports? This must include the reasons for the delay and the approximate date the report will be delivered. [AP Contract, Exhibit E]		X	No.

SECTION J – CONCLUDING OBSERVATIONS, BEST PRACTICES RECOMMENDATIONS, & CORRECTIVE ACTION REQUIRED

The CDA OSLTCO Analyst will record observations, best practices, in the section below.

Observations:

The Program has dedicated volunteer and staff with clear understanding of the Program role and responsibility. Addressing and resolving resident complaints is a priority for representatives. Commitment to improving quality of life and quality of care is evident.

Program representatives conduct themselves in a professional, compassionate, and cooperative manner with residents, responsible parties, facility staff, and fellow Ombudsman representatives.

The Program office was organized and resourceful. The physical environment is conducive to performing confidential Ombudsman services. The atmosphere presented as comfortable and welcoming to those individuals seeking services.

Best Practices Identified:

A “New Resident Kit” is given to all new residents moving into a licensed care facility. A kit has been developed for both SNF residents as well as RCFE residents. The kit contains information on the Ombudsman program, including a customer satisfaction survey, disaster preparedness tip sheet, County victim witness program, and other community services. New resident kits are primarily delivered by Ombudsman program representatives within the first two weeks following resident admission.

Recommendations:

At the time of this monitoring visit, the Program had approximately twelve volunteers and three staff. Data provided during the monitoring process supports the observation that residents of PSA 17-San Luis Obispo have consistent and timely access to Ombudsman services. However, during volunteer interviews, volunteers recommended that the program increase its outreach to the

community in the Northern area of the county to build a larger volunteer base that will increase the current support to both residents of LTC facilities and the current volunteer cadre.

Corrective Action Required:

No corrective action required at this time.